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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of

Gee-Gwo Mei et al.

Serial No.: 09/421,363

Group Art Unit: 2645

Filed: November 19, 1999

Examiner: Olisa Anwah

For: SYSTEM AND METHOD FOR PERSONALIZING DIALOGUE MENU FOR AN  
INTERACTIVE VOICE RESPONSE SYSTEM

Honorable Commissioner of Patents  
Alexandria, VA 22313-1450  
Box AF

AMENDMENT UNDER 37 CFR §1.116

Sir:

In response to the Office Action dated November 16, 2004, please amend the Application  
as follows:

PLEASE  
ENTER  
THIS AMENDMENT.  
THANKS.

—OLISA

LAW OFFICES OF  
**McGINN & GIBB, P.L.L.C.**

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January 28, 2005

VIA FACSIMILE

To: Examiner Olisa Anwah  
Group Art Unit No. 2645  
U.S.P.T.O.

Facsimile No.: (703) 872-9306

From: Phillip E. Miller

Facsimile No.: (703) 761-2375

Re: Enclosed Amendment  
U.S. Patent Application Serial No. 09/421,363  
Our Ref: YOR.121

Dear Examiner Anwah:

Enclosed please find an Amendment which is in response to the Office Action dated November 16, 2004, and which should place this case in condition for immediate allowance.

Thank you in advance for your consideration on this case.

Very truly yours,

  
Phillip E. Miller

PEM/lmb  
Enclosure